



# City of Orange

## EMPLOYMENT OPPORTUNITY

24 Hour Jobline:  
(714) 744-7262  
Personnel Services  
(714) 744-7255s

*The City of Orange Invites Applications for the position of:*

### POLICE DISPATCHER II

**Salary Range: \$3,681 - \$4,720 per month**

***Open/Continuous Recruitment***

**PLUS Excellent Benefits, including CalPERS 2.7% @ 55 Retirement**

NOTE: Positions work rotating shifts, weekends, and holidays

**FILING DATE:** A completed City of Orange application, with applicable certificate copies attached, are being accepted on an open and continuous basis in the Personnel Services Department. Applications may be obtained by accessing [www.cityoforange.org](http://www.cityoforange.org), by visiting the City of Orange Personnel Department, 300 E. Chapman Avenue, Orange, CA 92866, or by calling the 24-hour Jobline at (714) 744-7262. Facsimiles are not accepted.

**DEFINITION:** To receive incoming calls for police and emergency assistance and dispatch necessary units; to perform a variety of general support duties related to dispatch activities including record keeping, typing and filing; and to monitor Teletype communications.

**EXAMPLES OF TYPICAL DUTIES:** Under general supervision from higher level supervisory and management staff duties may include, but are not limited to, the following: Receive emergency calls from the public requesting police or other emergency service; determine nature and location of emergency, determine priority and dispatch emergency units as necessary and in accordance with established procedures; maintain contact with all units on assignment; maintain status and location of police field units; answer non-emergency calls for assistance; answer maintenance service emergencies on weekends and holidays; coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies; enter, update and retrieve information from Teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information; perform a variety of record keeping, filing, indexing and other general clerical work; maintain a variety of logs relating to public safety activities; test and inspect equipment as required; type daily log of all field calls and units dispatched; perform related duties as assigned.

**REQUIREMENTS: Knowledge of:** Geographic features and streets within the area served; standard radio broadcasting procedures and rules; correct English usage, spelling, punctuation and grammar; modern office procedures, practices and equipment. **Ability to:** Communicate clearly and concisely, both orally and in writing; work under pressure, exercise good judgment and make sound decisions in emergency situations; effectively communicate with and elicit information from upset and irate citizens; type accurately at a rate of 35 words per minute; understand and follow oral and written instructions; learn to operate dispatch, Teletype and other office equipment; establish and maintain effective working relationships with those contacted in the course of work; work various shifts as assigned. **A qualified applicant must be able and willing to work rotating shifts, including weekends, and holidays.**

**Education & Experience:** Requires equivalent to completion of the twelfth grade. Desirable qualifications include any of the following: 1) One year of public safety dispatch experience (police and/or fire) or; 2) Successful completion of a POST certified Dispatch academy, or; 3) 1 year of any police-related experience. **License or Certificate:** Possession of, or ability to obtain, an appropriate, valid California driver's license.

**NOTE:** A 5-minute timed typing certificate noting a net typing speed (after errors) of 35wpm or more will be accepted in lieu of taking the City's typing exam. This certificate must be dated no later than 6 months before the City's test date and provided from a facility or institution that is deemed acceptable to the City's Personnel Department staff. Each certificate will need to be provided on or before the date of the typing test to be considered for waiving the City's exam.

**PHYSICAL REQUIREMENTS:** Speaking clearly and concisely, reaching for telephones and radio access, sitting, typing, listening to radios and telephones. **SPECIAL REQUIREMENTS:** Requires the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; some positions require sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as typing, filing, data entry, and/or use of a personal computer or other office equipment or supplies; may involve extensive VDT exposure.

**APPLICATION AND SELECTION PROCEDURE:** An application may be obtained from the City of Orange Personnel Department, 300 E. Chapman Avenue, Orange, CA, 92866, (714) 744-7262. Applications which are received in the Personnel Department will be screened. Those considered most qualified will be invited to participate in the selection process which may include, but not limited to, a written examination, a typing test, and an appraisal interview. EOE

**ABOUT THE CITY.** The City of Orange, with a present population estimated at 136,700, is situated in central Orange County, approximately 32 miles southeast of Los Angeles. The City's land area is 24 square miles, with a "sphere of influence" area of 55 square miles. The City is fortunate to be located in the center of Southern California. As such, the City has become home to many leading businesses, hospitals, and commercial centers. In addition, the City has excellent educational opportunities from preschool through post-graduate programs, including Santiago Canyon College and Chapman University and its Law School. The City provides a full range of services for its citizens. These services include police, fire, paramedic, library, recreation and parks, planning and development, street improvements and lighting, and general administration. The City also operates a water utility and provides for refuse collection and sanitation.

### **EMPLOYMENT PROCEDURE:**

City of Orange applications are required and can be obtained from the Personnel Department, 300 E. Chapman Avenue, Orange, CA, 92866, or by calling (714)744-7262 or by visiting our web site at [www.cityoforange.org](http://www.cityoforange.org). Completed applications must be received by the Personnel Department by the final filing date and time listed on the front of this flyer to be eligible for consideration.

**An Eligibility List** containing names of successful candidates will be compiled based on the results of the examination process. Unless exhausted or canceled sooner, eligibility lists are valid for a period of one year.

**Offers of Employment** are made only after interviews are conducted by the Department in which the vacancy exists. Names of candidates on eligibility lists are provided to the Department, which has the option to interview and appoint to fill the vacancy. Those not selected remain on the eligibility list until it expires.

**A Medical Examination, Police Records Check, and thorough Background Investigation** are required of all prospective employees. **A Probationary Period** of one year must be completed by each employee.

The City of Orange is an Equal Opportunity Employer.

### **BENEFITS FOR CIVILIAN EMPLOYEES IN THE CITY OF ORANGE POLICE ASSOCIATION**

The City of Orange provides a generous array of benefits to employees in addition to maintaining competitive salaries. The following is a partial list of benefits:

**Salary Range** is composed of six steps, each approximately five percent apart. Advancements through the steps are generally made yearly and based on performance.

**Retirement Benefits** are provided by the State of California Public Employees' Retirement System. The City pays the employee's **8% PERS** retirement contribution. The City provides the **2.7% @ age 55** retirement benefit. Employees are required to contribute **2.64%** of salary effective July 1, 2004 for this enhanced retirement benefit.

**Vacation.** Employees earn **80 hours** of vacation during the first four years of service, **120 hours** from year 5 through year 10, an increasing accrual annually up to 30 years (**220 hours**). The City also provides an annual unused vacation payout plan.

**Holidays.** Employees earn **100 hours** of holiday accrual each year to be taken as time off or converted to cash. **Sick Leave** is accrued at a rate of **96 hours** per year. A partial payment for accumulated unused sick leave is available to City employees who retire from the City.

**Cafeteria Benefits Plan.** The City pays up to **\$875 per month**, which can be applied towards medical, dental, or vision insurances, and/or taken as cash under certain criteria.

**Medical, Dental & Vision Insurance** plans are available. A variety of medical insurance plans through the PERS Health Benefits program are available. **Life Insurance.** The City provides a term life insurance policy of **\$23,000**.

**Retiree Medical Trust.** Employees pay \$41 per pay period and are vested after 5 years for reimbursement of medical insurance premiums upon retirement.

**Other Benefits.** Most employees work a "4/10" alternate work schedule. Long Term Disability, an Employee Assistance Program, Tuition Reimbursement (up to \$1,250/year), Trip Reduction Program incentives, optional Deferred Compensation programs and Credit Union membership are a few of the additional benefits provided or available to employees.

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*Note: The provisions of this bulletin do not constitute an express or implied contract. Any provision contained in this bulletin may be modified or revoked without notice. The types and levels of employee benefits provided, including City contributions toward benefit costs, are subject to change as a result of periodic contract settlements between recognized employee associations and the City of Orange.*

DOWNLOAD OUR CITY APPLICATION AT:

<http://www.cityoforange.org>



**CITY OF ORANGE**  
Personnel Office  
300 E. Chapman Ave.  
P.O. Box 449  
Orange, CA 92866-1591

**TO:**

**Police Dispatcher II**